



Position title	Senior Systems Officer
Position number	PN921
Classification	APS5
Location	Townsville, QLD
Salary	\$85,072 - \$93,353 PA (NB employees ordinarily start on the base salary and then advance to the top pay point over time as per the Enterprise Agreement)
Employment type	Ongoing/Non-ongoing; Full-time
Security level	Baseline
Section	Environmental Assessment and Protection
Branch	Marine Park Operations
Contact officer	Eliza Sen Gupta, Acting Assistant Director – Permission System and Compliance, Ph. (07) 4750 0757

The Organisation

The Great Barrier Reef is a World Heritage listed tropical marine ecosystem of 3000 individual coral reefs, deep shoals, seagrasses and mangrove systems that support many thousands of marine species. Bigger than Italy, it stretches 2300 kilometres along Australia's Queensland coast. It is the Sea Country home for about 70 Traditional Owner groups whose connections with the Reef go back more than 60,000 years. The Reef inspires awe in two million tourists every year, supports approximately 64,000 jobs and contributes over \$6 billion a year to the Australian tourism economy.

The Great Barrier Reef Marine Park Authority (the Reef Authority) is a Commonwealth non-corporate entity, and a statutory agency established by the Great Barrier Reef Marine Park Act 1975 (Marine Park Act), reporting to the Minister for the Environment and Water. Our objective is the long-term protection, ecologically sustainable use, understanding and enjoyment of the Great Barrier Reef for all Australians and the international community through the care and development of the Marine Park.

The Position

This position supports the Manager, Permission Systems, and is responsible for the day to day management of the Reef Management System and associated interfaces. In particular, the position is responsible for the quality assurance of data, data analysis and reporting, internal and external user support, trouble shooting and identification of potential enhancements. The position is largely customer focussed with a strong element of customer engagement and innovation within a regulatory environment.

The position is responsible for the supervision, coaching and performance management of staff who support the permissions systems.

The position will also undertake processes required for collection and reconciliation of revenue associated with the environmental management charge and exercising a range of delegations relating to permissions and compliance. The position also plays a key role in the provision of advice and accurate reports on revenue streams and visitation statistics.

Where the role fits

The Marine Park Operations Branch provides in-park management across the Great Barrier Reef World Heritage Area to protect and rehabilitate reefs, islands and species and provide opportunities for people to enjoy the Great Barrier Reef. This includes partnerships with Aboriginal and Torres Strait Islander Traditional Owners who have an inherent responsibility through spiritual connection and cultural authority (lore) to care for Sea Country. The Branch is critical in ensuring people who use the Marine Park respect and comply with laws, permits and cultural authority of Traditional Owners. The Branch delivers a risk-based permissions system and a Reef Joint Field Management Program in partnership with the Queensland Parks and Wildlife Service. Traditional Use of Marine Resources Agreements and Sea Country values mapping are priority programs of the Reef Authority's partnerships with Traditional Owners. The resilience of the reef and islands is enhanced by in park interventions such as the Crown-of-thorns Starfish (COTS) Control Program, the management of pest and weeds on islands and mitigation of impacts from extreme weather events and maritime vessel incidents.

Through the Permissions System, the Environmental Assessment and Protection section sets the priorities and strategic direction for delivering contemporary risk-based permit decisions and compliance actions. The work closely intersects with other key management strategies such as the Policy and Planning Strategic Roadmap, Reef Joint Field Management Program, and the Aboriginal and Torres Strait Islander Heritage Strategy.

Permits are a foundational Marine Park management tool critical to enabling sustainable use whilst providing for the long-term protection of the environment, biodiversity, and heritage values of the Great Barrier Reef Region. Complementary management arrangements and joint permitting bridges areas of State and Commonwealth jurisdiction and provides a streamlined process for applicants, where typically a single assessment and permit is decided by both the Reef Authority and Queensland Parks and Wildlife Service.

The Person

The suitable candidate will be agile and adaptive in the way they work, open to change and willing to explore innovative ways of working. When you work for us, you understand that leadership exists at all levels, and you display this at all times. You work collaboratively to deliver results and display the personal drive and integrity expected of an Australian Public Service (APS) employee.

- ✓ You are a natural problem solver, a doer and are known for seeing things through to completion.

- ✓ You are an excellent communicator, both in the written and verbal forms across both internal and external stakeholders at all levels. Your communication skills often lead to strengthening relationships.
- ✓ You have an analytical mind, an eye for detail and above average organisational skills.
- ✓ You thrive under pressure and don't get flustered when faced with competing priorities.
- ✓ You are proficient in the use of Microsoft Office programs, the presentation of visual data and you are experienced in database interrogation to produce reports.
- ✓ You can prioritise and align operational activities to organisational objectives in order to complete tasks on time and to a high standard.

First Nations People are strongly encouraged to apply for this role.

Duties

1. Develop, coordinate and manage policy, procedures and systems (including knowledge management databases) in relation to the permission system operations.
2. Interpret and apply relevant Commonwealth and State legislation, policy and process, and develop, implement and review strategies to achieve continuous improvement of systems designed to support environmental assessment of applications for Marine Park permissions.
3. Provide statistics and reporting information both routinely and as requested.
4. Provide technical advice in relation to the permissions system operations that is informed, timely, practical, transparent and risk-based.
5. Communicate and negotiate with internal and external clients and stakeholders by resolving escalated enquiries and complaints; explaining contentious/complex information, providing appropriate solutions, and promoting the Reef Authority's position.
6. Supervise and develop staff through coaching, performance feedback and encouraging career development.

As an APS employee you may be reassigned to a different set of duties at the same classification level at the discretion of the agency head (CEO), taking account of operational requirements in the agency.

Core Accountabilities

As an employee of the Reef Authority, you will have the following core accountabilities where:

1. You will take responsibility to ensure that you are fit for duty, taking reasonable care for your own health and safety and that your acts or omissions do not adversely affect the health and safety of others in the workplace. You will contribute to the effective implementation of the Reef Authority's work health and safety (WHS) Policy and Manual and comply with the WHS Codes of Practice and legislation.
2. You will uphold the APS Code of Conduct, the APS Values and the APS Employment Principles, comply with relevant legislation, and observe the policies and procedures of the Reef Authority as in force from time to time.
3. You will model and uphold the Reef Authority's behaviours that will deliver our ideal culture:

We are **ONE GBRMPA**

We are an inclusive community of diverse individuals, working collaboratively with trust and respect to achieve the Authority's shared purpose.

We are **PROFESSIONAL**

We are committed, professional public servants who are accountable and transparent, always acting in the best interests of the Authority.

We **DELIVER**

We deliver meaningful and measurable outcomes by setting clear and achievable goals, managing risk effectively & accepting shared responsibility for results.

We **STRIVE** for **EXCELLENCE**

We bring our experience, skills and knowledge to everything we do and are committed to professional growth.

Eligibility requirements & qualifications

Applicants **must**:

1. be an Australian citizen at time of applying for position,
2. be able to obtain and maintain a Baseline security clearance, failure to do so will result in termination of employment.
3. be willing to provide identity documents and undergo an identity pre-employment check through a Document Verification Service, if you are deemed to be the successful candidate.

Desirable experience

- experience in a regulatory environment, including administrative decision making.
- experience in data analysis and presentation.

Preparing your application

Please ensure you read the instructions carefully, noting failure to address identified requirements may lead to your application being deemed ineligible.

You will be required to prepare a response document ("pitch") in MSWord or PDF format using standard margins and size 11 Arial font.

Please prepare a 'pitch', which does not exceed **two** pages, in relation to the advertised role, outlining:

1. how your experience, abilities, knowledge and personal qualities would enable you to perform the duties and meet the technical and behavioural capabilities of the role.
2. any specific examples or achievements that demonstrate your ability to perform the role.
3. how you meet the eligibility requirements and qualifications for the position.

When you include an example, you should explain:

- ✓ your personal role in the task.
- ✓ the methods you used.
- ✓ any barriers you were able to overcome, and

✓ the outcome.

When crafting your response, we encourage you to review '**Cracking the Code**' and the relevant **Australian Public Service Work Level Standards** which can be found on the Australian Public Service Commission website: www.apsc.gov.au

Your application must include:

1. your 'pitch' (as described above).
2. proof of Australian citizenship.
3. a current curriculum vitae (resume) that includes:
 - ✓ an outline of your career history.
 - ✓ qualifications and/or formal/informal training relevant to the position.
 - ✓ contact details for at least two recent referees, one of whom should be your current supervisor.

Applicants are advised to read further information provided on the [Great Barrier Reef Marine Park Authority Careers website](#).

To apply for this position, please see the vacancy listing on [The Reef Authority's Career Portal](#).

PLEASE NOTE: - The panel may not consider additional information such as a cover letter or content exceeding the page limit.

Position description approved by:

Craig Tozer

Assistant Director, People Services

13/06/2025